



**MID-CAROLINA  
WORKFORCE & TALENT  
DEVELOPMENT**

**Policy Letter #4**

**TO: All Mid-Carolina Workforce Development Board Service Providers**

**FROM: Matthew Fowler, Director**

**SUBJECT: Priority of Service Policy**

**PURPOSE**

To establish a policy that provides guidance for NCWorks Career Center staff to follow when selecting clients for training under funding from the Workforce Innovation and Opportunity Act (WIOA).

**BACKGROUND**

The authority for this policy derives from Section 134(c)(3)(E) of WIOA which establishes a process by which priority will be applied by the NCWorks Career Center when enrolling adults and dislocated workers.

The federal Jobs for Veterans Act (PL 107-288) calls for Priority of Service for “Covered Persons” for USDOL-funded programs.

**ACTION**

WIOA requirements establish that all veterans and their spouses will receive priority for all career services and training. Veterans and eligible spouses, including widows and widowers as defined in the statute and regulations, are eligible for priority of service. ***“Veteran” means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable,*** as specified in 38 U.S.C. 101(2).

The Final Rule does not change or add to pre-existing program requirements regarding verification of the eligibility of a veteran or eligible spouse. It is neither necessary nor appropriate for program operators to require verification of the status of a veteran or eligible spouse at the point of entry unless the individual who self-identifies as a veteran or eligible spouse:

- a) is to immediately undergo eligibility determination and be registered or enrolled in a program; and
- b) the applicable federal program rules require verification of veteran or eligible spouse status at that time.

Even in those instances in which eligibility determination and enrollment occur at the point of entry, a veteran or eligible spouse should be enrolled and provided immediate priority and then

be permitted to follow up subsequently with any required verification of his or her status as a veteran or eligible spouse.

When programs are statutorily required to provide priority for a particular group of individuals, priority must be provided in the following order (per TEGL 10-09):

1. Veterans and eligible military spouses who are also included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient receive priority for services provided with WIOA adult formula funds.
2. Non-covered individuals (those who are not veterans or eligible spouses) who are included in the groups given priority for adult formula funds.
3. Veterans and eligible spouses who are not included in WIOA's priority groups.
4. Non-covered individuals outside the groups are given priority under WIOA.

Priority for services does not preclude service to individuals who are not low-income or not receiving public assistance or not a veteran but rather establishes the order of precedence for service as provided in WIOA section 134(b)(3)(E).

**Creation Date**

July 2022